



Terms of Reference

1. The Terms of Reference (TOR) set out the aims, objectives, rights and responsibilities of the Resident Scrutiny Group (RSG) at Dover District Council (DDC).

2. Role of the Resident Scrutiny Group

- 2.1 The Resident Scrutiny Group will look in depth at an aspect of the service provided by Dover District Council.
- 2.2 There will be a minimum of 2 Scrutiny Reviews each year.
- 2.3 Conclusions and recommendations arising from the review process will be shared with the Dover District Tenants' Consultative Group (DDTCG), DDC Councillors and senior managers at DDC.

3. Aims and objectives

- 3.1 To ensure that DDC provides high-quality housing services which meet residents' needs.
- 3.2 To ensure that residents' views and priorities are kept at the heart of DDC's services.
- 3.3 To meet the Regulator of Social Housing's Consumer standards, in particular the Transparency, Influence and Accountability Standard.
- 3.4 To ensure that DDC's service meets national standards and good practice.
- 3.5 To provide an independent check of services and, where required, challenge existing arrangements to drive forward improvements.
- 3.6 To monitor and review the implementation of recommendations made by the RSG following scrutiny reviews.

4 Organisational structure

- 4.1 The Resident Scrutiny Group forms part of the Tenant Engagement structure of Formal Groups available for residents to be involved in.
- 4.2 The Resident Scrutiny Panel will work with the Dover District Tenants' Consultative Group, by means of:
 - 4.2.1 Presenting the findings of the Scrutiny Report to the Dover District Tenants' Consultative Group in the next meeting following the completion of the report.
 - 4.2.2 Dover District Tenants' Consultative Group can recommend topics for the Resident Scrutiny Panel to review, as supported by findings of their scrutiny of performance during their meetings.

- 4.2.3 Members of RSG and DDTCCG are welcome to sit in, or watch meetings being held as visitors, and to present information.
- 4.2.4 Members of RSG and DDTCCG are encouraged to share knowledge, information and/or training resources where it may be beneficial to one or both groups.
- 4.3 The Group's reports will be presented to Housing Working Group, whereby Councillors, Senior Officers and a Tenant member come together to discuss housing matters.

5. Membership

- 5.1 RSG will have a maximum of twelve members. Each of these members will have voting rights, unless otherwise stated.
- 5.2 RSG members must be a tenant or leaseholder of DDC.
- 5.3 The Group may invite up to one independent member to support its work where specialist knowledge, skills or experience would be beneficial. Any such member will not have voting rights, any expenses paid, and will not be eligible to hold office within the Group.
- 5.4 Restrictions on membership include:
 - 5.4.1 Current councillors
 - 5.4.2 DDC Officers
 - 5.4.3 Any tenant against whom possession proceedings have been commenced by DDC, or who has been found to have committed a serious breach of their tenancy agreement.
 - 5.4.4 Anyone who has an 'unspent' conviction (as defined in the Rehabilitation of Offenders Act 1974)
 - 5.4.5 Members must comply with the Resident Scrutiny Group's Code of Conduct and act respectfully towards fellow members, residents, councillors and officers at all times.
 - 5.4.6 Anyone who is unreasonably persistent or a vexatious complainant, as defined by the Housing Ombudsman
 - 5.4.7 Anyone seeking to join the Group solely to pursue personal grievances, rather than to act in the interests of the wider resident community.
 - 5.4.8 Only one member of any household will be able to be a member of the RSG at any one time if full membership is reached.
- 5.5 There will be no limit on the length of time anyone can be a member of the RSG.
- 5.6 There may be instances whereby members want to step back for a few meetings due to ill health or family circumstances. This is permitted if given the support of the RSG.
- 5.7 Members are expected to attend arranged Resident Scrutiny Group meetings. If a member regularly misses meetings without letting the Group know why, their membership may be reviewed. The Group will take into account any reasons for absence, such as ill health, caring responsibilities, family emergencies, or other exceptional circumstances. Where a member repeatedly misses meetings without

a reasonable explanation, the Group may review their membership and decide by a majority vote to end the membership if necessary.

- 5.8 If the member decides they do not wish or are unable to return, they must inform the Chair or the Council in writing.

6. Selection of members

- 6.1 DDC will carry out periodic publicity campaigns to help attract new members. Publicity methods may include, but not limited to, promoting membership through tenancy sign up, surveys, online, community events/consultation and promotional information. The RSG will also be required to carry out their own promotional activities to attract new members
- 6.2 Applicants to the group must not be any of those listed in 5.4. Where applications exceed available places, DDC and the Chair may seek to ensure that membership reflects a broad range of tenants, leaseholders, household types and geographical areas across the district.
- 6.3 To become a member, applicants must attend a Scrutiny meeting to observe. At the following meeting, the applicant will be asked if they would like to be co-opted on as a member. To be co-opted, the group must agree by majority show of hands.

7. Conflict of Interest

- 7.1 If a member has a personal connection to a topic being reviewed, they should let the Group know. For example, this could be because they are involved in a complaint about the issue, could benefit from the outcome, or have a family member who may be affected by the decision. The Group will record this, and the Chair will decide whether the member should take part in the discussion or vote.

8. Roles and selection

- 8.1 The RSG will have a Chair and Vice Chair as a minimum.
- 8.2 The RSG can choose to have other positions, if these are deemed essential to the running of the Group.
- 8.3 The Chair and Vice Chair will be elected annually by a majority vote of RSG members present at the meeting.

9. Quorum

- 9.1 The RSG will be quorate when at least 50% of members are present. Wherever possible, the Group should reach a consensus when making recommendations. If a vote is taken, a simple majority is required to ratify a decision. In the case of a tie, the chairperson will have a casting vote.
- 9.2

10. Dealing with items not covered in the Terms of Reference

- 10.1 The RSG's Terms of Reference will not cover all eventualities that may arise. Anything not covered will be dealt with by the RSG by way of a decision by majority vote of the members present. Any decision made will be a one-off decision and may be considered by all RSGs for future inclusion in any review of the Terms of Reference.

11. Review process

- 11.1 The RSG's Terms of Reference will be reviewed 1 year after it is implemented and then at least every three years thereafter, by the RSG members and officers working together.

Version Control

Version 1: Adopted on 05/10/2026

Date of next review: October 2027

Contact Officer: For more information, please contact the Tenant Engagement Team on tenant.involvement@doover.gov.uk.